



MONTANA STATE HOSPITAL POLICY AND PROCEDURE

PATIENT VISITOR HOUSING

Effective Date: June 4, 2004

Policy #: ADM-03

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- I. PURPOSE:** Provide housing to facilitate family visits with patients.
- II. POLICY:** Montana State Hospital provides a one bedroom family housing unit at Warm Springs for rental to immediate family members of patients. Provision of the housing unit is to support the involvement of the family in the patient's treatment. The rental unit will be made available to family members in accordance with the provisions of this policy.
- III. DEFINITIONS:** None.
- IV. RESPONSIBILITIES:**
 - A. Treatment Teams – will determine appropriateness of patients' family housing needs for use of the rental unit, then coordinate with Human Resources. Consideration will be given to financial resources, travel distance, and time to be spent with the patient.
 - B. Human Resources Staff – will schedule use of the patient visitor housing rental unit, ensure that it is properly cleaned and maintained, and coordinate communications between staff members on issues concerning the housing unit.
 - C. Front Desk Staff – Provide the key and directions to the house to persons with reservations to stay in the unit.
- V. PROCEDURE:**
 - A. The family housing unit can only be made available when it is reserved in advance. A Treatment Team Member in charge of the patient's care will complete and sign the [Family Housing Request](#) form. The completed request indicates treatment team recognition and support for the therapeutic value of proximity of patient's family.
 - B. The Treatment Team Member will forward a copy of the signed request to the Human Resources Office.
 - C. With treatment team approval, the immediate family members may rent housing at Montana State Hospital for up to 72 hours (3 nights maximum). A treatment

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team member will contact the Human Resources Office at 693-7031 or 7033 between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday (excluding holidays). Immediate family is defined as the patient's spouse, parent, child, grandparent, grandchild, sibling, and corresponding in-law. The Human Resources Office will schedule all reservations. Extensions or changes of date(s) of stay (up to the 3-night maximum) can only be authorized by the Human Resources Office.

- D. The Human Resources Office will provide all relevant information regarding the rental to Montana State Hospital Security Officers, Housekeeping Department, and Front Desk personnel.
- E. Questions concerning this policy will be addressed to the Personnel Office. Problems related to family use of the housing unit are to be reported to the Hospital Administrator.

VI. REFERENCES: None.

VII. COLLABORATED WITH: Social Work Discipline Chief, Human Resources Office, Hospital Administrator.

VIII. RESCISSIONS: #ADM-03 *Patient Visitor Housing* dated April 19, 2001; H.O.P.P. H.S. 01 -- Patient Visitor Housing, effective March 1, 1996.

IX. DISTRIBUTION: All hospital policy manuals.

X. REVIEW AND REISSUE DATE: June 2007

XI. FOLLOW-UP RESPONSIBILITY: Director of Human Resources

XII. ATTACHMENTS: A. [Family Housing Request](#)
B. [Family Housing Rental Conditions](#)

_____/____/____
Ed Amberg
Hospital Administrator

Date

_____/____/____
Todd Thun
Human Resources Director

Date

FAMILY HOUSING REQUEST

DATE: _____

NAMES OF FAMILY MEMBERS: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

DATE(S) OF OCCUPANCY: _____

NAME(S) OF ADDITIONAL OCCUPANTS: _____

VEHICLE – MAKE – LICENSE NO.: _____

ASSIGNED TO DUPLEX # _____

I hereby request housing rental for _____ who is an immediate family member of a patient assigned to my unit. My request has the support of the patient's treatment team based on the therapeutic value of a visit by the patient's family.

Treatment Team Member

FAMILY HOUSING RENTAL CONDITIONS

Montana State Hospital provides the immediate family of patients the opportunity to rent family housing on campus while visiting their relatives.

Immediate family members (spouse, parent, child, grandparent, grandchild, sibling, or corresponding in-law) may reserve a family housing unit by contacting the Human Resources Office at Montana State Hospital (693-7031 or 7033) between the hours of 8 a.m. and 4:30 p.m. Monday through Friday, excluding holidays. Keys must be picked up and returned to the Human Resources Office between these hours. On weekends and holidays, keys will be picked up and turned in to the Montana State Hospital Front Desk. **RENTERS MUST VACATE BY NOON ON THE DAY OF DEPARTURE TO ALLOW FOR CLEANING OF THE DUPLEX.**

The Human Resources Office will require that the renting family member provide a completed copy of the Family Housing Request form, which must be signed by the treatment team member assigned to the patient being visited.

During regular hours, maintenance problems are to be reported to the Maintenance Office at 693-7111. After-hours complaints regarding serious maintenance problems must be reported to the Nursing House Supervisor via the Montana State Hospital Front Desk (operator) at 693-7000.

The maximum rental period for all housing is 72 hours (3 nights). Maximum occupancy is four persons. Patients may not visit relatives in the area of the rental units. Guests will be charged for any damage to state property, which exceeds that expected for normal use. The hospital does not provide daily maid service. The units will be stocked with an initial supply of towels and bedding. Guests are responsible for providing any additional supplies and/or laundering towels and linens.

Guests must conduct themselves in a manner which does not disturb hospital operations or other residents of hospital housing. The hospital reserves the right to require any individual to vacate the rented unit if they create a disturbance. No pets are allowed in the rental units.

The daily rate for rental units is \$10. Guests must pay with cash or check in advance. Payment must be made at the Claims Office or the Front Desk prior to receiving the residence key.

Refund requests must be made to the Human Resources Office at least one day in advance.

The rental unit consists of a one-bedroom duplex, which contains a living room with a sofa bed, bathroom, and kitchen with stove, refrigerator, and cooking utensils. Cooking of meals is permitted in the rental unit.

I have read and understand the above document. I agree to abide by the items and conditions set forth therein.

Signature

Date